

College of Education Technology Support Process

1. If a faculty member or staff has a technical question or issue requiring support, contact Dustin Kenney at 568-3569 or email him at kenneydc@jmu.edu. Dustin focuses on college wide technical issues and computing platforms.
2. For Classroom Technology questions or issues, contact Jackie Woolf at 568-6799 or email her at woolfjk@jmu.edu. Classroom Technology Services website is <https://www.lib.jmu.edu/ask/tech-support/>
3. Our goal is to respond to each issue in a timely fashion. Understanding and solving technical issues sometimes can be accomplished over the phone, other times an office visit is required, or a solution can be reached by referral to other resources on or off campus.
4. If we cannot deal with the issue immediately, a plan will be developed to address the problem with available resources among our staff. We know that time is important and our goal is to directly assist or provide direction for another source to help solve technical issues among faculty and staff in the College of Education.